

# Job description

Post title: Director of Housing Property Services

Service area: Housing Services

Grade: CO2

Reports to: Corporate Director of Homes and Neighbourhoods

Your team: 400 Staff: 4 Direct reports

## Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

## Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

## Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures
- Supporting people with long-term health conditions and/or disabilities

- Recognising the value of flexible working to support staff where possible

## Key responsibilities

- Responsible for the safety and maintenance of 35,000 homes in the borough. You will need to retain and develop a strong and technically proficient team, and work to improve our focus on communication with residents.
- Ensure strategic long term asset management plans are in place and delivered. Provide strategic leadership for the residential side of the Council's property and related asset management, ensuring the assets are maintained effectively.
- Develop our approach to reshaping the service and investment around new regulatory requirements for building safety. Lead on developing and embedding the systems to demonstrate plans and compliance around asset management and building safety.
- Be the lead director for health and safety for the residential stock.
- Lead a large scale capital investment programme and a busy repairs service.
- Ensure the service drives value and performance from procurement and contract management.
- Develop the roadmap to achieving net zero carbon in our housing stock.
- Work effectively with colleagues to ensure an integrated housing service.
- Ensure that the division is resident focused and adopting innovative, whole system ways of working.
- Establish and maintain effective partnerships with other stakeholders and partners to ensure the Council can meet its strategic objectives.
- As a member of the senior management team in the Housing Department, provide clear direction and corporate leadership to support the division.
- Drive cultural and organisation change to develop a strong distinctive performance culture and commitment to resident satisfaction (tenants and leaseholders)
- Provide Members and the Executive with the open and timely information that they need to maintain effective oversight of the Division.
- Monitor and control the division's budgets, including staff, in accordance with financial regulations and standing orders
- Ensure staff compliance with all key policies, including for example health & safety; data protection; equality and diversity; and value for month

## Leadership

As a member of the council's management team, to contribute proactively to the collective leadership for the council, working collaboratively with Members, services across the council, partners and stakeholders to deliver the council's objectives and priorities.

To drive positive cultural change, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential. Ensure that the performance and development framework is effective for all staff.

To lead on and ensure the effective implementation of corporate initiatives and transformation programmes that cut across the whole or part of the council's activities.

## Resources and Financial management

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

## Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

## Budget responsibilities

£50m capital works budget & £35m repairs annually plus staffing

## Work style

Office-Based/Agile

## Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

### Essential criteria

#### Qualifications and Experience

Essential Criteria	Criteria description	Assessed by
1	Degree or equivalent, Chartered Institute of Housing, RICS or similar technical qualification would be an advantage	Application
2	Substantial experience of operating at senior level in social housing	Application/Interview
3	Track record of shaping and delivering quality housing property services	Application/Interview
4	Experience of programme management of complex large scale capital related programmes	Application/Interview
5	Experienced at managing relationships in a political environment	Application/Interview
6	A good grasp of the legal and regulatory framework for social landlords	Application/Interview
7	Knowledge of the current strategic and operational landscape and its likely impact upon the design, development and delivery of housing services	Application/Interview
8	Strong financial acumen and reasoning, working with large budgets	Application/Interview
9	Experience of senior level partnership working across sectors	Application/Interview

## Skills

Essential criteria	Criteria description	Assessed by
10	Able and willing to put residents at the centre of service delivery	Application/Interview
11	Excellent verbal, written communication, presentation and interpersonal skills	Application/Interview
12	A strategic thinker, with strong influencing skills, able to work intuitively	Application/Interview
13	Able to manage a range of demanding stakeholder relationships, work neutrally in a demanding political environment	Application/Interview
14	Able to establish effective partnership working arrangements, focused on solutions	Application/Interview
15	A track record in development and managing a strong performance management culture	Application/Interview
16	Champions the use of new technology to further improve the service offer and drive efficiency	Application/Interview

## Personal attributes

Essential criteria	Criteria description	Assessed by
17	Approachable and personable with an optimistic outlook on what can be achieved	Application/Interview
18	A motivational leader, who maximises the performance of teams and individuals	Application/Interview
19	Challenges inequality and demonstrates leadership in this area	Application/Interview
20	Champions the rights of residents to live in good quality homes	Application/Interview
21	Promotes evidence-based approaches to evaluation and decision-making	Application/Interview
22	Takes collective responsibility at executive level, supports trust between colleagues	Application/Interview
23	Is confident in handling conversations when things go wrong, supports a learning environment, providing constructive challenge	Application/Interview

## Special requirements of the post

Essential criteria	Criteria description	Assessed by
24	This role will require you to obtain an Enhanced/Standard satisfactory clearance from the Disclosure and Barring Service	Application/Interview
25	This post is subject to the council's policy on pecuniary and personal interest	Application/Interview
26	This post is designated as politically restricted	Application/Interview
27	Able to work flexibility and as required evenings/weekends given the seniority of role	Application/Interview

## Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

